



INFORMATION REQUEST "Information Request"

Pursuant to art. 13 of the EU Regulation 2016/679 General Data Protection Regulation

a) Identity and contact details of the Owner:

DURA LAMP S.r.l., with registered office in Via Pratese, 164 50145 Firenze C.F. and VAT number 03312240488, e-mail: privacy@duralamp.it (hereinafter "DURALAMP", the "Company" or the "Data Controller"), is the company that, as Data Controller, collects and processes your personal data and, pursuant to art. 13 of EU Regulation 2016/679, provides you with the following information.

b) Purpose and legal basis for the processing of personal data:

The data you provide us with from the "Information Request" area of the www.duralamp.com website (the "Site") will be used to respond to your report or request for information.

The processing of your personal data is necessary in order to manage your report or request for information and does not require your consent pursuant to art. 6, paragraph 1, letter b) of the Regulation.

c) Mandatory and optional data:

The data indicated with an asterisk (*) are mandatory and without them it will not be possible to send the request or report. Failure to provide other data will have no consequences.

Through the "Information request" area you are free to describe your requests for information or needs but we ask you not to indicate data referring to your particularly intimate and private situations (e.g. your state of health, religious orientation, etc.).

d) Methods of processing personal data:

Your data will be processed mainly by computer in order to manage your request and to be able to contact you again. The data will be processed in compliance with the regulations in force and, in any case, in such a way as to guarantee its security and confidentiality and prevent its unauthorized disclosure or use, alteration or destruction.

e) Period of storage of personal data:

Your data will be processed for the time necessary to handle your request correctly and will be kept to enable us to improve our service; in particular, your data will be kept for a maximum of 5 years and after that it will be destroyed or kept in anonymous or aggregate form.

f) Recipients of your personal data:

For the purpose of managing your report/request, your data will not be disseminated and may come to the knowledge (limited to their respective areas of competence) of the persons authorized to process it belonging to the Sales Department, Marketing Department, Technical Department, Information Services Department, as well as the company that on behalf of DURALAMP performs the service of storage and processing of computer files and maintenance of the Site. Where necessary, the Company has appointed the recipients of its personal data as Data Processors pursuant to art. 28 of the Regulation. The names of all Data Processors may be requested by means of a communication to be sent to the addresses indicated below.

g) Rights of the interested parties:

By means of a communication to be sent to the e-mail address privacy@duralamp.it, you may exercise your rights pursuant to art. 15 et seq. of the Regulation, including, in summary, those of: obtain confirmation whether or not personal data concerning you is being processed;



- obtain access to your personal data and the information indicated in art. 15 of the Regulation;
- obtain the correction of inaccurate personal data concerning you without undue delay or the integration of incomplete personal data;
- obtain the deletion of personal data concerning you without unjustified delay;
- obtain the limitation of the processing of personal data concerning you;
- be informed of any rectification, erasure or restriction of processing carried out in relation to personal data concerning you;
- receive personal data concerning you in a structured, commonly used and machine-readable format.

You can find the complete list of your rights on www.garanteprivacy.it.

h) Complaint to the Guarantor Authority:

We remind you that if you believe that the processing of your personal data violates the provisions of the Regulation, you can always lodge a complaint with the Guarantor Authority for the protection of personal data (www.garanteprivacy.it), or with the Guarantor Authority of the country in which you habitually reside, work or the place where the alleged violation occurred.

DURA LAMP S.r.l.